



Board of Directors

John Watkins–President
Brien Carlson–V.P & Park Maintenance (Absent)
Jon Mackenzie–Secretary
Terry Redwine–Treasurer
Tony Damiano–Management (Absent)

Charles Nunes–Rules and Regulations
Leroy Laird–Public Relations
Fernando Da Silva–Park Use
Tom Barcellos–Collections

Owners Present

35

Meeting was called to order at 9:05 am by President John Watkins

Flag Salute led by Virginia Delmage

Jon Mackenzie requested to observe a moment of silence for the passing of Eldon Garret's brother

President's Address – John Watkins

1. Please turn off all cell phones.
2. This meeting is restricted to owners only.
3. This is a volunteer Board. No one is paid for their time. Board Members are reimbursed for out-of-pocket expenses.
4. Discussion of issues can become heated and emotional, but everyone deserves to be treated with dignity and respect.
5. Regular and special meetings of the Board are open to all members of the Association. Owners who are not on the Board may not participate in any deliberations or discussions unless expressly so authorized by a majority of a quorum of the Board of Directors.
6. Owners may participate in the meeting during the owner's comments section of the agenda.
7. Questions, comments or suggestions will be referred to a Board Member, as appropriate or taken into consideration by the Board for research, review and discussion, and placed on next month's agenda.
8. Holiday RV Park's procedures and meetings are governed by our bylaws, CC&Rs, and rules adopted by the Board.
9. John Watkins expressed concern for Tony Damiano and Brien Carlson due to personal matters they are working through.
10. Motion to accept the minutes of the September 9, 2017 meeting was made by John Watkins and seconded by Jon Mackenzie.

Correspondence – Leroy Laird

Overall satisfaction ratings from the most recent survey results is at 77%. Please take note that 81% of all responding guests said that they would recommend staying at Holiday RV to a friend, which is great. About 4-5% of responses are mainly negative, due to the small size of our sites and Wi-Fi service quality. I would like to thank Julie and the staff for receiving several compliments from guests; it contributes to the Park's success.

Committee Reports

Management – Tony Damiano (Absent) – John Watkins (Representing)

My notes from Tony indicate there was an issue with some illegal activity in the Park that Julie had to deal with, she will go into further detail during her manager's report.

Collections –Tom Barcellos

Last month, we were a little over \$9,000 behind on member dues payments, but currently we are down to \$6,079 left outstanding. Most of the deficiency can be attributed to the July 2017 assessment not being paid yet. Owners were issued notice of a \$5 late fees as I directed last month and will not be able to make reservations until their dues are paid in full. However, 13 owners have not paid their February 2017 assessment as well and they will be issued certified letters notifying them to settle their balance ASAP to avoid foreclosure proceedings.

Park Maintenance – Brien Carlson (Absent) – John Watkins (Representing)

Brien is not available today, but I would like to report on one maintenance issue he will be working on. Our backflow valve equipment failed to pass certification by the city of Pismo Beach again for the second year in a row so Brien will be here on Tuesday to oversee some work that must be done to flush out debris from the valve. As Jon Mackenzie has explained to me, the water here in Pismo is quite hard on the pipes so it is likely we will have to repeat this process yearly.

Financial Report: Terry Redwine

ACCOUNTS	BALANCE
Rabobank – Operating	\$23,141.67
Rabobank – Laundry	\$17,709.77
Rabobank – MM	\$0.00
Rabobank – Dues	\$62,264.68
Morgan Stanley Dean Witter	\$143,421.05
Mission Bank CD	\$106,285.89

ITEM	Sep 2017	Sep 2016	Difference
Income	\$74,613.23	\$50,091.88	\$24,521.35
Expense	\$71,934.19	\$65,823.11	\$6,111.08
Net Income	\$2,679.04	-\$15,731.23	\$18,410.27

\$354,000 in the bank sounds like a lot of money, and it is, but you must understand that is not money available to spend at random. We are required to hold a portion of that in reserve for operating expenses, as a cushion to cover two to three months. Secondly, a portion of that has already been allocated for improvements and bills. On that note I would like to make a motion to pay total bills in the amount of \$99,408.74, payroll in the amount of \$10,486.85, and to transfer from the dues account to the operating account \$42,818.58. Motion was seconded by Tom Barcellos.

Rules and Regulations – Charles Nunes

Rules and regulations has been a topic over last few months that the membership is concerned about, which I do appreciate. I also appreciate that owners were able to compile a list of questions that were given to Julie, and the Board took time to discuss last evening in a town hall format. One revision to the proposed rules that resulted from that meeting was related to restrictions on certain breeds and sizes of dogs being allowed in the Park; those restrictions will be removed. Please understand, the bulk of changes to the rules and regulations for next year will come into effect on January 1. These changes are essential to keep the Park in compliance with our own CC&Rs, bylaws, and state laws like California Title 25. The matter of compliance has been neglected for far too long and it has become this Board's responsibility to correct years of oversight.

However, several owners voiced interest during the town hall meeting in drafting amendments to the Park's CC&Rs and bylaws for owners to vote on next March. The Board fully supports this effort and are forming an ad-hoc committee of myself and Leroy Laird, in addition to two other owners of your choosing. This committee will work on drafting 3 to 4 amendments to provide to the Park's attorneys for review and eventual presentation to all owners on their ballots for next year. As an example, one amendment the Board is considering to add to next year's ballot would be a 3-year term limit for board members.

Public Relations/Publicity – Leroy Laird

The Beach Social Club will be serving a BBQ chicken dinner this afternoon and everyone is invited, and we have a few things planned coming in November. The Club is arranging a "giving thanks" potluck on Wednesday, November 15th and there is a sign-up sheet in the office. Dinner will be provided for free; turkey, ham, mashed potatoes and stuffing. We are asking that anyone attending please bring one side dish to help make sure everyone is well-provided for. Jon Mackenzie made a motion to provide up to \$300 assistance to the Beach Club for their potluck and seconded by Leroy Laird.

Park Use – Fernando Da Silva

September 2017 occupancy was 83.59%, compared to 85.82% during September 2016. One variable that accounts for this loss would be that last month we had monthly spaces empty for a period of time between one owner moving their unit out while new Monthlies wait for their space to be available to move in, which lowers occupancy slightly.

Manager's Report – Julie Hill-Taylor

There is a CPR class scheduled for Tuesday, November 7th at 9 am and any owners interested in attending are invited to sign up in the office. The cost per person is \$35. Staff members will also be attending in order to earn certifications.

Tony Damiano wanted me to address an issue we had last weekend with some illegal activity that took place in the Park. To summarize, our after-hours maintenance staff observed a guest engaging in an illicit transaction right in front of the pool area. Once it was reported to me I spoke to them and explained that they had to vacate the Park and I also called

Pismo P.D. to ensure that the RV left the property in an orderly manner. Please remember that as stated in the Park's rules, illegal drug related activity will *not* be tolerated here whatsoever and I will do exactly what is needed to remove that element from the Park if it should happen again. Thankfully in the 4 months I have been here this is the only time I have had the responsibility of dealing with this problem. Just as a reminder, please notify me if you have any suspicion that illegal activities are taking place, and I will investigate.

Spectrum surveyed the Park's infrastructure for the purposes of evaluating if the Park qualifies for an upgrade to fiber optic cabling on October 2, 2017. However, I am still waiting on the results of that survey from Spectrum so I don't have any further updates until next month.

The elevator for the clubhouse is a problem for the Park, as it is not in compliance with ADA qualifications due to size and the first attempts at working with an elevator company for bids on a new elevator were very cost prohibitive (upwards of \$150,000). I was able to reach out to a lift company, Aero Lift, and the bid that was provided for their services would only cost \$43,000, including all required permits from the city. I feel that this lift would really suit the Park's needs and I will discuss this further with the Board today.

At yesterday's town hall meeting one question that was raised related to owner's comments during each board meeting, since some felt their questions were not being answered to their satisfaction. Please understand that sometimes it is not possible to provide answers to your questions without research or consideration. As part of a new practice, I will take on the responsibility of addressing these unanswered questions as a follow-up. Of course, these responses will not be to questions or concerns that I felt were adequately addressed by myself or the Board during the meeting.

To begin with September meetings question related to after-hours disturbances during check-ins, the office staff and myself composed a special notice that directly notifies guests to please be considerate to their neighbors when checking-in late at night during quiet hours. This notice will be attached to the check-in packets for any guests that the staff feels might be arriving between 10pm-8am and should hopefully alleviate some of these disturbances, but still making sure our guests feel welcome upon arrival.

Comment from John Watkins – To clear up one lingering matter, according to California Code of Regulations Title 25 we are required to have a designated contact here in the Park for emergencies that occur outside of business hours. That contact is Jon Mackenzie, should he be unavailable it will Leroy Laird. If Leroy is not available it will be Tony Damiano. There will be a phone provided to Jon specifically for emergencies, and that phone number will be listed in addition to Julie's number on the office front door and other designated areas. This is sufficient to comply with Title 25.

Old Business

1. Roads – Charles Nunes

Ramsey Asphalt completed their asphalt resurfacing last month and the work went very smoothly, thanks to all your cooperation and the hard work from Julie, Leroy and the staff so I just can't thank everybody enough. After inspecting the roads this morning I am very pleased with the results and Ramsey did an excellent job. Now we will begin planning for next year's edge-to-edge slurry seal in May to finish the job and myself and Julie will keep everyone posted with the details in the coming months.

2. Assessments – Tom Barcellos

Topic was covered under the committee report.

3. Rules and Regulations – Charles Nunes

Topic was covered under the committee report.

New Business

1. Term Limit Proposal – John Watkins

The Board will be working with the Park's attorney on wording for a proposed amendment to the bylaws that will restrict all board members to a 3-term limit of 9 years maximum. Once drafted, it will be presented at next month's meeting and our hope is to get it on the ballot for March.

2. Annual Meeting Announcements – Leroy Laird

The annual meeting will take place on March 10th, 2018 and it will be held at the same venue as last year, the South Country Regional Center in Arroyo Grande. Planning the event will be scheduled out over the next few months and

I will be consulting with the Beach Social Club to figure out what possible dinner & entertainment plans will entail. The Board will coordinate with Julie as well to get everything ready to go before this year's over.

3. Appointment of 2018 Election Chairman – John Watkins

I have asked Jon Mackenzie to take responsibility of elections since he has the background to make sure that everything gets out on time and to everybody. I know that he will follow through on that.

4. Reserve Study – Terry Redwine

I have provided for the Board reserve studies for the next year and a 30-year projection, as prepared by our consultants. We will take time to review this information and can go more in-depth on discussion next month. In layman's terms, the reserve study takes the value of the Park's hard assets and depreciates them over time so it can be used as a helpful tool for planning our annual budget. Of course these are just estimates and not everything listed will need to be replaced or repaired according to this exact timeframe.

5. Review of Rates, Dues & Fees for 2018 – Terry Redwine

As it is on our timeline for discussion before the end of this year, I have provided to the Board some notes I have made on possible rates & dues increases for 2018. You will see the comparison to 2016 and 2017 rates as well. This is my personal recommendation and I have tried to keep the numbers simple, but I am recommending a 10% increase in dues, which would generate an additional \$15,000 income next year. Secondly, a 5% increase in daily and monthly rates for owners and non-owners alike. Again, these are my own recommendations and are absolutely up for Board discussion. I will say that if we choose not to raise our rates in order to set aside extra money our only alternative down the road would be to issue a special assessment, which the Park has never done before.

6. Announcement of Acceptance of Resumes for 2018 Election – Jon Mackenzie

The front office will have an application for all owners that are interested in running for the Board next year. Tom Barcellos prepared last year's format and the Board was pleased with the results so we will continue using it. It is very simple but does require each interested candidate to provide their vision for the Park should they be elected. Applications must be turned in before adjournment of the December 9th board meeting.

Owner's Comments

Valerie Lee (Locker 804) – I'm aware we are still getting complaints of the smell of the dog run on the side that is not paved with concrete; I am definitely still smelling it. I was wondering why we haven't pursued cementing the other side?

Response from Jon Mackenzie – My understanding is that not everyone is pleased with the cemented side of the dog run and I have had owners tell me that their dogs will not go to the bathroom on that side of the run. However, we have also had positive comments on the paved side so it is currently left as two distinct options for dog owners.

Brenda Critzer (Locker 166) – Our little dog won't go on the cemented side of the dog run but will also have a hard time using the dirt side if it seems like lots of dogs have recently used it, or it smells like it hasn't been sterilized. Could there be a way to sterilize the runs more frequently?

Response from Julie Hill-Taylor – Our biggest difficulty is that sterilizing the runs requires shutting one or both sides down while maintenance treats the surface and waits for everything to dry completely. I feel that the smell has improved over the past months, and I am working with maintenance on treating with more frequency but ultimately it is difficult to say whether or not a permanent solution for the smell exists.

Suzanne Evans (Locker 218) – I noticed during my recent stay that the two dog pens are no longer gender segregated, has that changed? I would like to take my male dog on the paved side but that is the female area.

Response from Jon Mackenzie – You are welcome to take your dog to either run actually, the signs that previously stated boy or girl dogs were just for decoration and kind of meant as a joke because one side features a fire hydrant and male dogs will tend to use it.

Kim Kenote-Conway (Locker 107) – I have spent a lot of time reading through the proposed rules & regulations for next year and one thing that I would really like you to consider is that all of the Park's guests, non-owners, owners and Monthlies need to prove to the Park that they have insurance while staying here. I am amazed that is not required from off-the-street guests when pulling into the Park since we did have a fire here just a few years ago. We need to all share this responsibility, not just Snowbirds.

Response from Julie Hill-Taylor – Our Monthlies will be required to submit proof of insurance along with their new yearly agreements come January 2018. Some Monthlies' insurance is actually sent to the Park automatically upon renewal since the RV stays here permanently.

Response from Jon Mackenzie – For RVs that come in off-the-street it is a state requirement that RV's are covered while driving, just like automobiles.

Dean Clifford (Locker 59) – With regards to the ad-hoc committee, how are the two owners going to be selected? Should this be discussed right now? I'm not here all the time and I think it should be two owners that are here in the Park long-term.

Response from John Watkins – The Board is leaving that decision up to the owners, but I could suggest a few persons that I think would be a good choice. I would like to see Brenda Critzer and Valerie Lee on the committee.

After open discussion between the owners present, the outcome was that Brenda Critzer and Kim Kenote-Conway were nominated for the ad-hoc committee.

Nancy Houck (Locker 63) – On the proposed amendment to the Bylaws, I was curious, where did the number of a 9-year limit come from?

Response from John Watkins – That was suggested to us by the Park's attorneys, actually my own recommendation was different, but after discussions it was decided a 3-term limit would establish more continuity going forward.

Joe Nunziato (Locker 115) – After reflecting on last night's town hall meeting, I would suggest to the Board that a moratorium be placed on the rules and regulations between January and March since any amendments on the ballot that pass could instantly reverse changes to the rules within that short time span. Secondly, my wife and I stayed at Pismo Coast Village when a neighbor of ours was attacked by a dog and it was very beneficial that PCV had thorough pet restrictions in their rules so they could deal with that situation promptly and without additional issue. I may suggest that the Board reconsider removing all pet restrictions from the rules and regulations completely.

Response from John Watkins – The rules and regulations as adopted will be subject to change in March if either the CC&Rs and/or bylaws are amended, but regardless we must have rules in place that are current. We thank you for your insight into the situation that happened across the street.

Rodger Ritchie (Locker 132) – I would like to commend the current Board for allowing the owners to speak more openly during meetings compared to past years. Previously, owners were limited to their two minutes and it felt as though the Board was discouraging owners from speaking. It has changed the dynamic for the better I think.

Robert Sheue – (Locker 92) – With regards to my share, I am second on deed and am I correct in reading through the rules and regulations that only my wife has rights since she is the primary owner? Is it possible to vote in her stead on elections or amendments?

Response from John Watkins – Technically speaking, the first listed owner does possess voting rights on the share when others co-owners are on the deed. Therefore the Park is obligated to mail any ballots and correspondence to the primary owner, but if a co-owner wishes to vote in their stead it would not be considered invalid.

Suzanne Evans (Locker 218) – Speaking of co-owners rights, I was second on deed as well and I was told for many years that in order to be added to the waiting list for a monthly space I must be the primary owner. Right now, I am currently the primary owner and I would like to know if this policy is still in place?

Response from Jon Mackenzie – The monthly waiting list is still a privilege for owners that are first on the deed.

Response from Fernando Da Silva – I can say that as a personal example, my brother Joe was on the waiting list and when he died the name on the waiting list was changed to his wife, Rosalie. However they were both on the deed together as husband and wife. Likewise, my wife and I are listed together on the waiting list and on the share.

Response from Charles Nunes – My wife experienced the same difficulty as you, because at one time she was second on shares with her mother and therefore not allowed to have her name added to the monthly waiting list in addition to her mother.

Jon Mackenzie (Locker 856) – I would like to bring before the Board some information on a new style of park model RV that I am considering purchasing and I would like to ask for Board approval before I make any decisions. It features a

loft, is under 400 square feet and built to a Recreational Vehicle Industry Association (RIVA) certified specification by Athens out of Corona.

No members of the Board made any objections to Jon Mackenzie's proposal.

All Motions

John Watkins made a motion to approve the minutes from the September 9, 2017 meeting, seconded by Jon Mackenzie. Roll Call: Tom Barcellos, Fernando Da Silva, Leroy Laird, Jon Mackenzie, Charles Nunes, Terry Redwine and John Watkins voted yes. Brien Carlson and Tony Damiano absent. Motion Carried.

Terry Redwine made a motion to pay bills in the amount of \$99,408.74, payroll in the amount of \$10,486.85, and transfer from the dues account to the operating account the amount of \$42,818.58, seconded by Tom Barcellos. Roll Call: Tom Barcellos, Fernando Da Silva, Leroy Laird, Jon Mackenzie, Charles Nunes, Terry Redwine and John Watkins voted yes. Brien Carlson and Tony Damiano absent. Motion carried.

Jon Mackenzie made a motion to provide up to \$300 assistance to the Beach Social Club for their Thanksgiving potluck, seconded by Leroy Laird. Roll Call, Tom Barcellos, Fernando Da Silva, Leroy Laird, Jon Mackenzie, Charles Nunes, Terry Redwine and John Watkins voted yes. Brien Carlson and Tony Damiano absent. Motion carried.

Tom Barcellos made a motion to approve the 2018 rules and regulations to take effect January 1, 2018 with the stipulation that if a quorum of owners amended either the CC&Rs or bylaws then any rule affected would change immediately, seconded by Charles Nunes. Roll Call: Tom Barcellos, Fernando Da Silva, Leroy Laird, Jon Mackenzie, Charles Nunes, Terry Redwine and John Watkins voted yes. Brien Carlson and Tony Damiano absent. Motion carried.

Meeting adjourned at 11:18 am

Respectfully Submitted,

Jon C Mackenzie

Board of Directors – Secretary

CC

Aaron Cartwright

Senior Reservation Agent
